Credit Briefing

TRADOC SSF Workshop

Soldiers - Readiness - Improved Warfighter Support

SSF Workshop Credit Briefing

Agenda:

- **Credit Team Concept**
- **Credit Timeliness Report**
  - **Credit Tracking System**
- **Credit Table Challenges**
- **Credit Problem Resolution**
  - **Process Flows**
  - **Researching Credit**
  - **Credit Output Reports**
  - **Credit Impactors**
  - **Initial Startup**
- **Conclusion**

Credit Team Concept
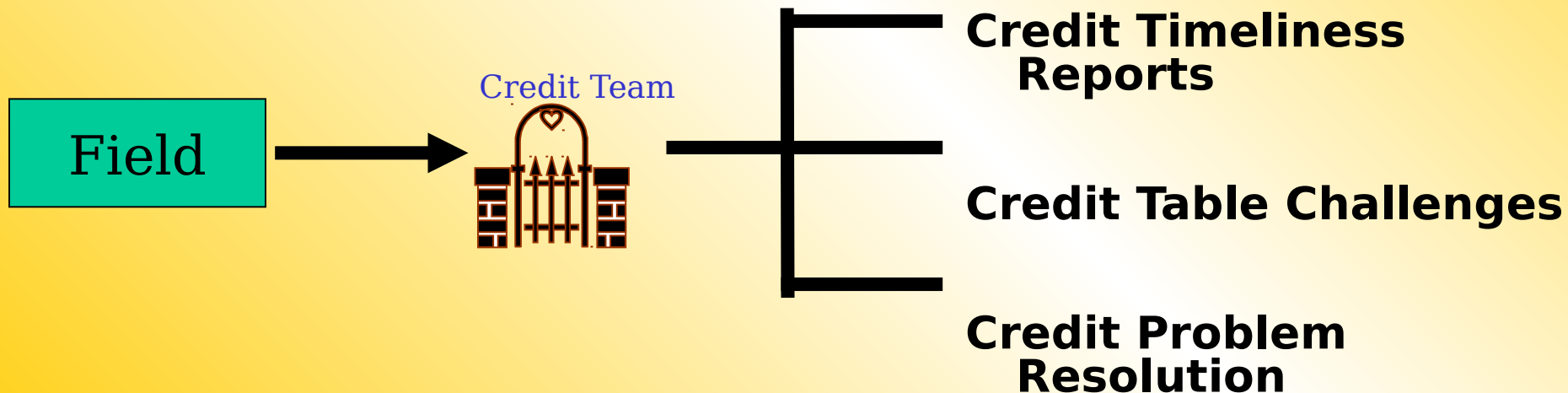
Soldiers - Readiness - Improved Warfighter Support

GOAL:

A Thorough Credit Process.

One stop for the field to get answers on credit.

Field → Credit Team

- **Credit Timeliness Reports**
- **Credit Table Challenges**
- **Credit Problem Resolution**

Staffing and Interfaces

- Writes Credit SOP

- Reports activities and actions directly to the PM Integration Team Lead, the NOC, and Conversion/Finance Lead.

- Based at Colonial Heights with direct interface with Finance Conversion Team (Marie Burnette) and the LOG/MW team (John Curd, etc).

- Support to all CTASC/Installations after the Implementation Team departs.

- Interface directly with the Installations, IMMCs, MACOMS, and DFAS to solve credit issues.

- Travel as required (minimum).

- Avoids duplicate effort.

- Regularly post status to SSF Credit Web Page.

- Provide Weekly Credit SITREP each Friday.

PM Integration Team Lead (Paulette Myers) and NOC

C/F Lead John Franks

Credit Team Lead Bobby Madden

Jesse Rodriguez and Dave Wilder

Staff

Sandra Johnson
Roseen Haenn
Debbie Falling

others as required

Credit Team

Interfaces

Conversion Team
Log/MW Team
IMMCs
MACOMs
DFAS-IN
OPLOCs
etc.

Credit Timeliness Reports

Soldiers - Readiness - Improved Warfighter Support
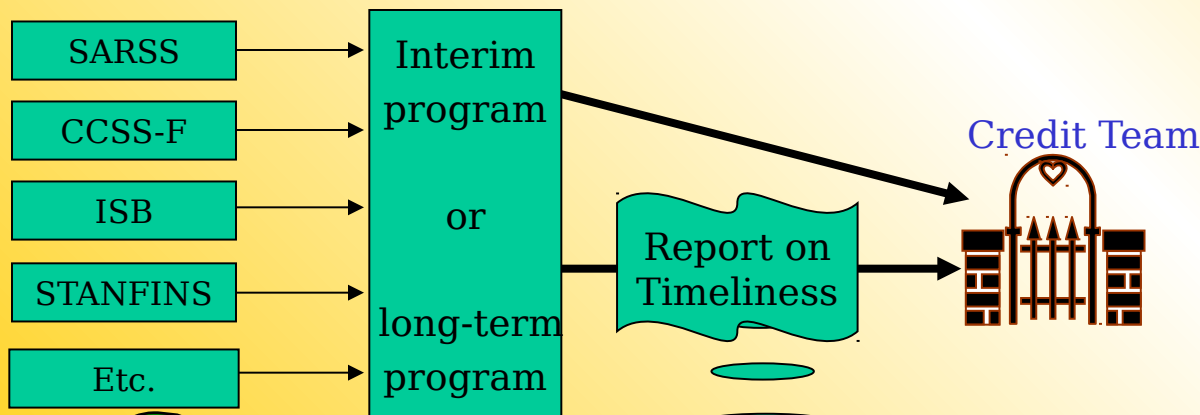
Credit Timeliness Reports

Problem   There is no current automated tool to measure Timeliness of Credit in a standardized manner.

Solution   Short term: PMO (Jesse Rodriguez and Dave Wilder) are currently working on a interim program that me[...] by extracting information from the appropriate systems to determine the number of days for credit to be[...]

Long Term: CALIBRE Systems design and develop a program to track credit Timeliness. The system will[...] from multiple systems and array the information by Installation. Coordinating the design will be Jesse Ro[...] Wilder of the PMO in coordination with the NOC and Credit Team. A Critical Design Review will be conc[...] scale programming by CALIBRE

| SARSS |
| CCSS-F |
| ISB |
| STANFINS |
| Etc. |

→ Interim program or long-term program → Report on Timeliness →

Credit Team

- Post monthly to SSF Credit Web Page
- Analyze as means to improve credit timeliness
- Use as research tool to resolve credit problems
- Provide Weekly Credit SITREP Reports

The next slides show the automated tracking and

Received weekly for research and post monthly to the Web Page.

Purpose: To provide overview of Interim Plan plus future   enhancements

- **Interim Plan - Next 60-90 days**

  – **Until automated measurement system is in place**

- **ILAP Two-Dimensional Objective System**

  – **Field research & metric analysis tools**

  – **Army-wide tracking & measurement tool**

Calibre Schedule Estimate:
- 90-120+ days
- Other competing DCSLOG Priorities
  - CWT and $Cost Bdg

Interim Plan

- Systems provide query capabilities--no metrics measurement
  - ISB/STANFINS -- Installations and OPLOCs
  - CCSS-F -- for item managers
  - SARSS -- managers/troops

- Interim Plan
  - Existing Tools: SARSS ISB - STANFINS

  - Future Planned Tools: CCSS-F Visibility in Field

- **Robust research tools**
  - **STD queries**

Enhanced reporting capabilities

Capabilities already exist under SSF

Interim Plan - Current Capabilities

CCSS-F Using FAR Data Files

ISB Document Analysis TAC-HIS [Document_No] (Grid) [ISB TAC-HIS Reports]

Date: 06/08/00 00160

Document_No: W81ED300470502

Enter a Document No.

{ W42SU871230001 }

Print All

Lookup   **SARSS Document History:**   Retrieve

DH_Seg	Document_No	DIC	Sfx	Qty	Cnd	Status	A/RAC	Discrep_Cd	Mgr_Cd	Mgt	IPD	D_Txn
ISS00	W81ED300470502	A5A		1	F				E			17-Feb-00
HDR00		D6A		1	F							17-Feb-00

ISB TAC-HIS:

TAC_Cd	Document_No	Sfx	DIC	Cnd	
AP	W81ED300470502		FD2	W	F
	W81ED300470502		D7P	F	Z
	W81ED300470502		FTM	F	F

Reports / **Select Reports**

Reports:
- Find
- Sort
- Filter
- File
- Edit
- View
- Data
- Help

Select Reports:
- Document History
- Catalog/NIIN Credit Data
- Installation Supply Buffer (ISB) TAC-HIS Review
- Depot Return Summary Review
- Historical F09 Review
- Historical F09pmw Review
- Historical F09pmw/F09 Review
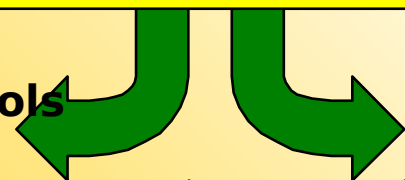- Open STANFINS LXG Review
- Historical STANFINS NXG Review

Historical STANFINS:

Document_No	APC	TA	EOR	Amount	Blk	Final	OA	Oblig	AFCR	Dept	FY	Basic	Lim
W81ED300470502	A5TA	20	26K7	($418,936.80)	Y22		76	1	1	21	0	2020	000
W81ED300470502	A5TC	20	26K7	($418,936.80)	000		76	1	2	21	0	2020	000
W81ED300470502	5016	42	26K7	$418,936.80	000		76	1	2	21	X	2020	000

Interim Plan (cont'd)

- Roles and Responsibilities
  - **SSF PMO, Financial team pulls data from all financial systems - Analysis available 10-15 days following month-end**
    - **Determine how and What data is presented**
    - **Create monthly spreadsheets**
      - **Depict timeliness, average days, trends, downtime**
    - **Distribute to ASA(FM&C), MACOMs, DFAS-Indy**
  - **DFAS provides monthly processing schedule(s)**
    - **Outlines scheduled systems interfaces, downtime**

Installation-Unique ILAP & STAMIS Queries

Installation-Unique Spreadsheets

SSF PMO Consolidated Spreadsheets

SSF PMO Timeliness Statistics

SSF PMO Timeliness Trend Chart

ILAP & STAMIS

ILAP & STAMIS

ILAP & STAMIS
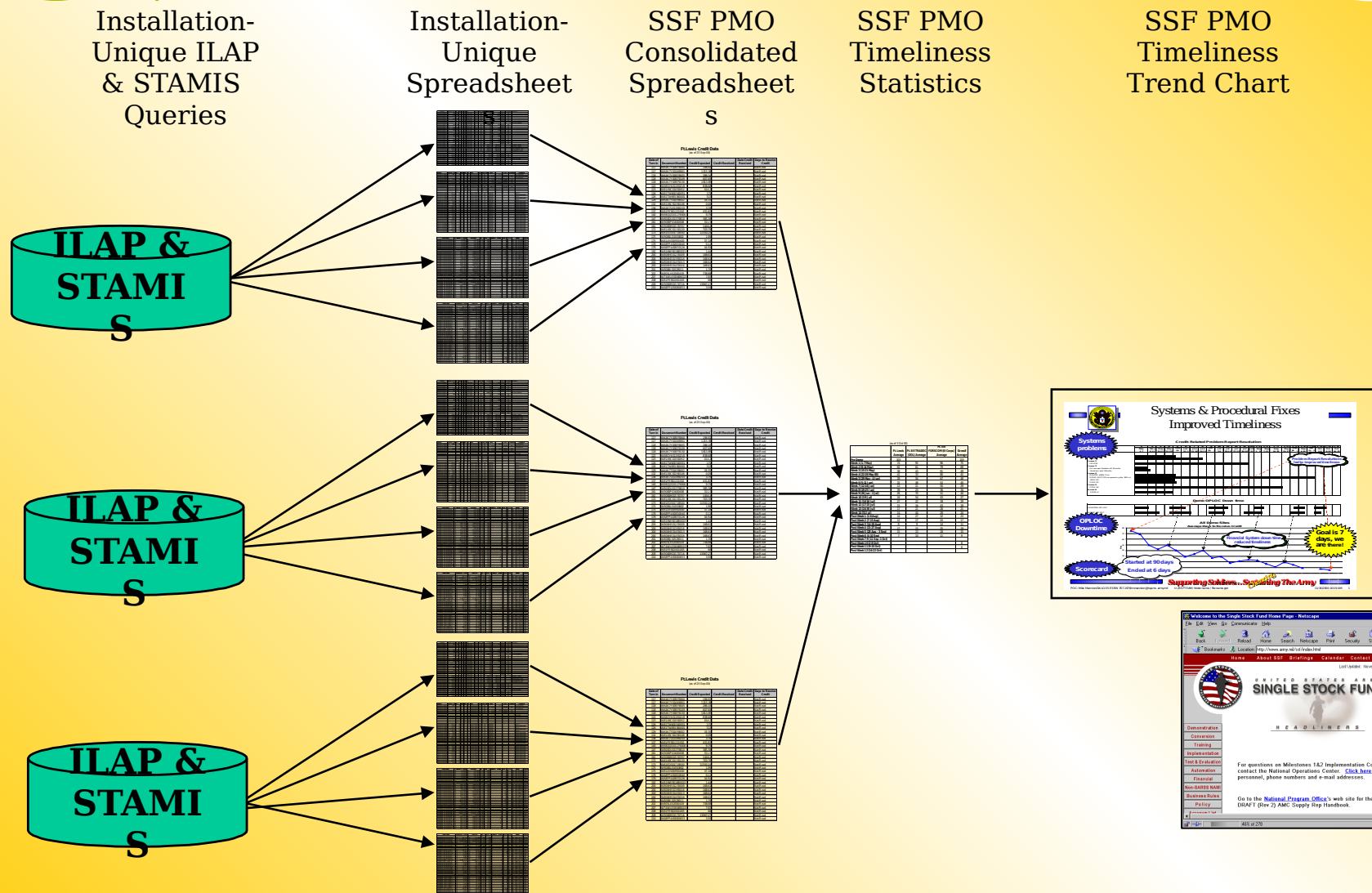
Installation-
Unique ILAP
Queries

SSF PMO
Consolidated
Data

SSF PMO
Timeliness
Statistics

SSF PMO
Timeliness
Trend Chart
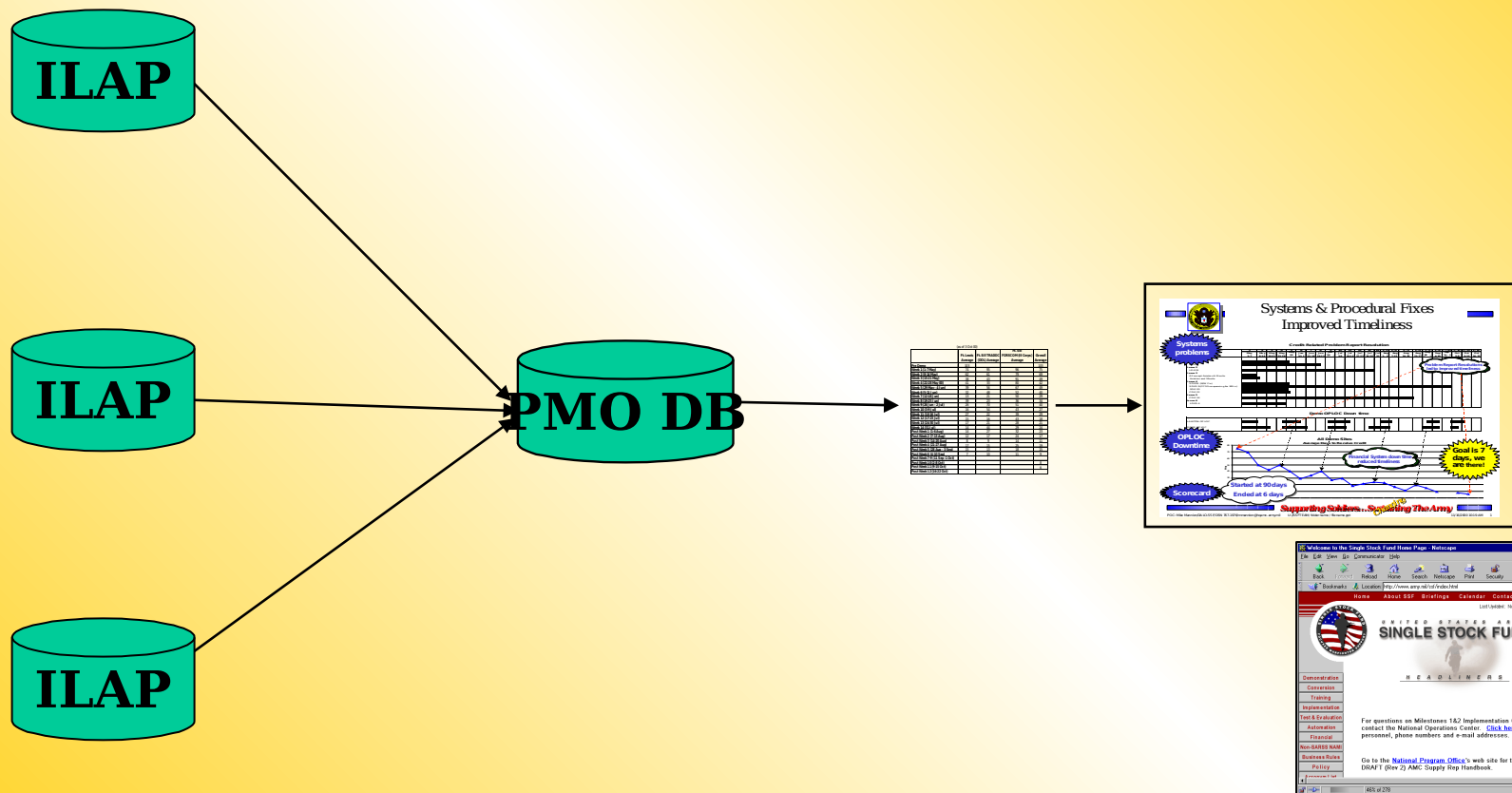
Future Enhancement

Purpose: New automated Army tracking and measurement capability for all ILAP users

- Field tracking capability in ILAP
  - Use turn-in data from SARSS
  - ISB data in place
  - Use credit data from STANFINS
  - Determine status of document from turn-in to receipt of credit

Process Chart

Existing

SARSS

S-2AC   **S-2B**

ILAP Supply Reports   **(F02) (F08) (F09)**

F09pmw

Middleware

Installation Supply Buffer (ISB)

DMC

ISB Reports

STANFINS

STANFINS using (AVKLXG) (AVKNXG)
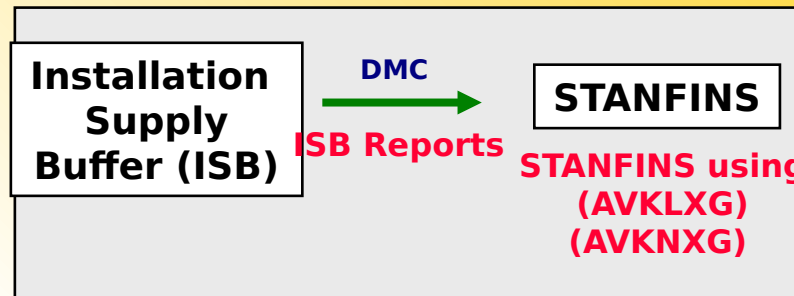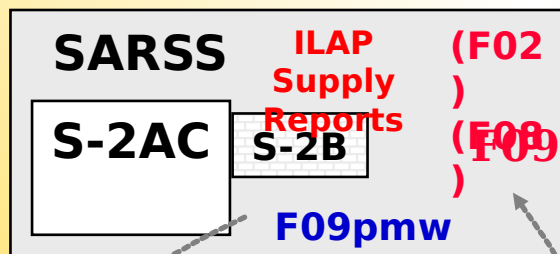
- **New Data Files**
- **New / Modified ILAP Rpts**
  - Field research/metric
  - Army-wide tracking analysis

MACOM / Corps/ Installation ILAP Server

CCSS-F

CCSS-F using (FAR)
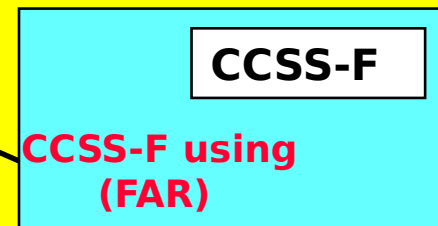
CCSS-f tracking within National system

Automated report/queries

Future Enhancement

Credit Timeliness Report Summary

- <u>Interim Plan</u>
  - Basic user research tools available now
  - PMO will measure credit for sites by "pulling" data, and analyzing statistics

- <u>Planned Enhancements</u>
  - End-to-end research tools via ILAP
  - Will enable users to track turn-in documents from turn-in through receipt of credit in STANFINS

- Automated measurement tool to track overall credit timeliness

- <u>Communication Plan</u>
  - Brief ILAP enhancement update at GOWG
  - Post statistics on SSF web site

Credit Table Challenges

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Credit Table Challenges

Problem

Field commanders and activities discover no credit table value or an incorrect credit table value is assigned to a repairab

Solution

ASA-FM&C, Business Resource Directorate, Supply Management, Army (SMA) is publishing the SMA Price and Credit process Policy. This policy includes all the key dates for Program Objective Memorandum (POM), Budget Estimate Submission (BES) and President's Budget (PB). During these three cycles, a Price and Credit Table will be generated. For example, for POM 03 AMC will produce a POM FY03 Price and Credit table.

This table will reflect price, serviceable credits and unserviceable credits. Prior to AMC submission of the proposed Price and Credit Table, AMC-Resource Management will ensure that AMC, DCSLOG has provided the necessary input for unserviceable credit based on FY 03 workload plan to ensure all COE, GS and DS level maintenance National Stock Numbers are included in the table. This Price and Credit Table will be refined during the BES 03 and PB 03. Once we have the PB 03 Price and Credit Table, the unserviceable credits will be locked for the fiscal year.

During the year of execution, units can submit price and/or credit challenges through their applicable MACOM to HQDA. We will have a Web-based application available on the Cost Economic and Analysis Center (CEAC) website around the middle of February. Until then, units can submit challenges through their respective MACOMs to HQDA at email address asafmpcc@hqda.army.mil

MACOM → Inquiries → **Credit Team** →

- Advise MACOMs/customers of procedures and results
- Query results of credit challenges for research
- Ensure SSF Credit Web Page is linked to ABO Credit Challenges Web Page
- Provide Weekly Credit SITREP Reports
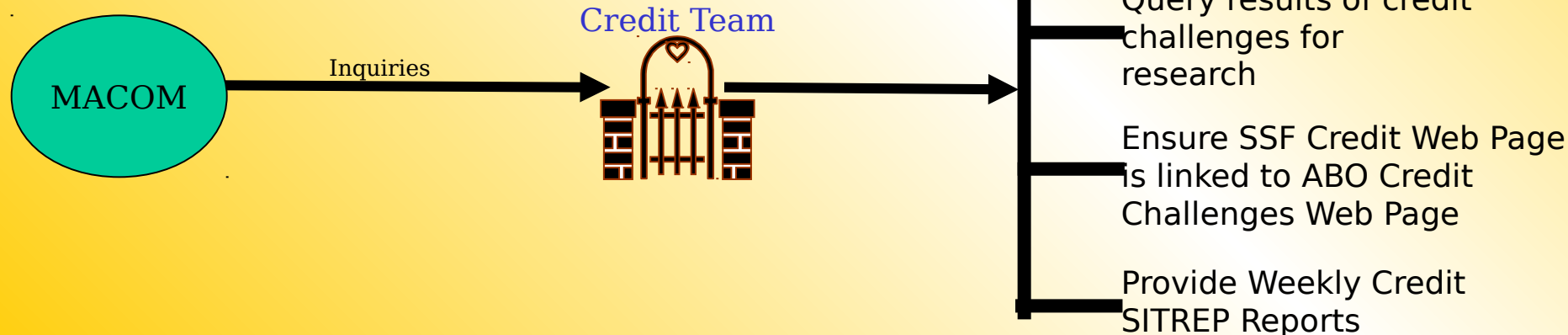
Credit Problem Resolution

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Credit Problem Resolution

Problem Implementation teams have the lead but depart --

Solution Credit team fills the void. Interfaces with MACOM/Installation, DFAS-IN, OPLOCs, CCSS & CCSS-Finance, IMMCs, and Middleware.

Timeliness Reports → Not meeting standard

Alert System (DFAS-IN, etc)

Credit Team

Field → Problem → MACOM / Installation researches and attempts to solve

- Describe problem
- Provide examples
- Conduct research

One vehicle is weekly telephone conferences

Work list of credit not received within 15 days	Facilitates finding the solution	Identify Automation Problems	Query Systems	Post problem and resolution to SSF Credit Web Page	Provide Weekly Credit SITREP Reports

Coordinates with MACOM/Installation, DFAS-IN, OPLOC, etc.

Coordinates with MACOM/Installation, DFAS-IN, OPLOC, etc.

In order to solve problems the Team must know the flows

The Implementation Team assisting Installations to receive proper credit within 7 days.

GATEWAY

CCSS

DAAS

M/W

ISB

SARSS-2AC/B
(CTASC)

SARSS-2AD

STANFINS

SARSS-1

SARSS-1

Warehouse

①

**Customer
ULLS/SAMS**

1. Transaction D6A. OMA Customer to Parent AWCF. STARFIARS-MOD ISB will:

> Establish Depot Returns Summary Record, posting only the Credit Returned Amount for the value (extended value – 100%) of the Inventory returned to the AWCF
> Look up NSN credit and record Extended Amount in Credit Granted. (The Extended Amount is the credit that should appear on the FD2 Interfund Bill from CCSS-Finance.)
> Post to TAC History and Document Control

2. CCSS will pass an Interfund Bill to DAAS (FD2 transaction) with Fiscal Year (FY). The FY is on the bill will be determined by the regulatory Fund Code (FC) that Middleware assigned on the outgoing transaction. (DFAS-St Louis is researching the process for creation of the bill.)

3. STARFIARS-MOD ISB will pull the Interfund Bill from DAAS. DFAS SCR is needed for STARFIARS-MOD ISB to map and post the amount and quantity of the FD2 on the Depot Return Summary record (in the Amount Credit Received field) and close the Depot Returns Summary Record. This SCR would also assign the APC (job order) and EOR (AOC), populate cc 59 = " 8" and pass the bill to STANFINS.

DFAS SCR needed for customer returns to AWCF credit. Middleware places the MILSBILL fund code on the D6A before passing to CCSS. Middleware will also pass the D6A transaction to STARFIARS-MOD ISB. The DFAS SCR needs to:

- Set up a Depot Return Summary with an Amount Credit Returned and Amount Credit Granted. Check on the APC field in the Depot Return Summary to see if there is an APC field.
- Create a DOC_CONTROL and TAC_HISTORY.
- Not post to the General Ledger or create an Interfund bill.
- Match the FD2 against the Depot Return Summary, if a match exists, DFAS SCR will assign the EOR, APC, Bill Code (rp 59), forward the FD2 to STANFINS, and close Depot Returns Summary.
- Match the FD2 against the Depot Return Summary, if a match does not exist, DFAS SCR will assign the EOR, APC, Bill Code (rp 59), establish and close a Depot Returns Summary, and forward the FD2 to STANFINS. If the DODAAC is not present, STARFIARS-MOD ISB will not be able to assign the APC but will still forward the FD2 to STANFINS.
- If FD2 is not received after 30 days, but a record is in Depot Return

Turn-In by OMA SARSS-1 to AWCF SARSS-1

GATEWAY

CCSS

DAAS

M/W

ISB

SARSS-2AC/B
(CTASC)

SARSS-2AD

STANFINS

SARSS-1

SARSS-1

Warehouse

①

Customer
ULLS/SAMS

Once the process flows are understood research starts
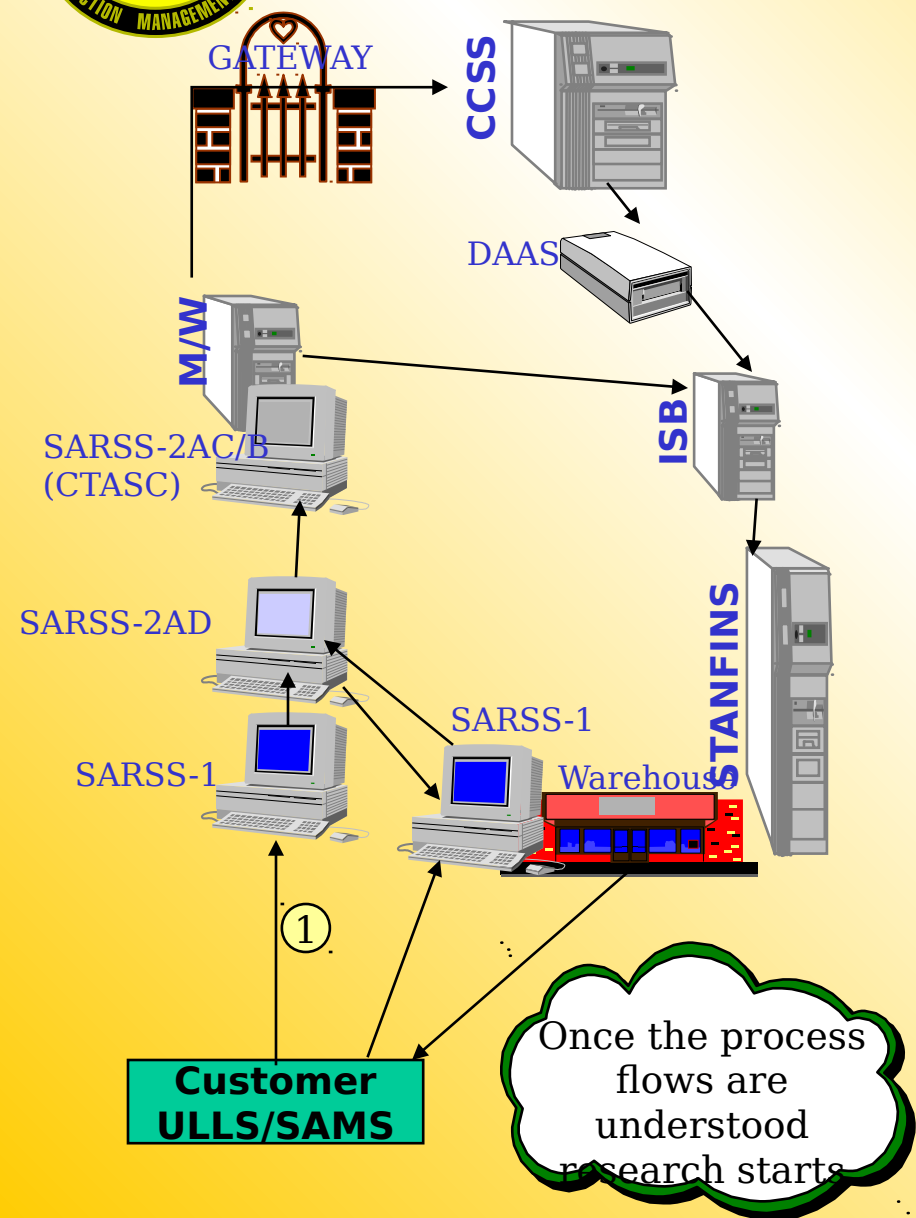
1. Transaction A5A/E on the OMA RIC_FIN. Excess Retrograde. This transaction closes the shipping SARSS-1. Wholesale will give the credit off the D6S. STARFIARS - MOD ISB will trash the D6S. This process uses current STARFIARS-MOD functionality.

STARFIARS-MOD ISB establishes a Depot Returns Summary Record, posting only the Credit Returned Amount for the value (extended value – 100%) of the Inventory returned to the AWCF.   STARFIARS-MOD ISB looks up NSN credit and record Extended Amount in Credit Granted. (The Extended Amount is the credit that should appear on the FD2 Interfund Bill from CCSS-Finance.) STARFIARS-MOD ISB also post to TAC History and Document Control.

ISB sets up the credit record even if the credit is $0, put the transaction into the Depot Return Summary Record and put a valid close date on the transaction. This allows installations to conduct turn-in reconciliation with the SARSS records. Installation RM's may pull this credit information via Data Query and arrange in any desired.

2. On the AWCF RIC_FIN, the receiving SARSS-1 produces a D6S with "f" transaction.   Middleware 10 changes the D6S to a D6A with the appropriate Fund Code and Signal Code and passed to CCSS and passes the D6S to STARFIARS-MOD ISB on the F09. STARFIARS-MOD ISB will set up a Depot Return Summary with no credit given if no Depot Return Summary record exists. STARFIARS-MOD ISB needs to ensure that it uses the OMA SARSS-1 APC regardless of the DODAAC in the DOCNO. STARFIARS-MOD ISB will use the Shipping RIC to determine the APC for this transaction and post to Document Control and TAC History

Researching Credit Timeliness

GATEWAY

DAAS

CECOM

CCSS-F
ST Louis
OPLOC

D6S

SBCCOM

D6S/D6A

M/W

SARSS-2AC/B
(CTASC)

AMCOM
Msl & Air

CCSS-F
Rock Island
OPLOC

DAAS

ISB

ODS

D6S/D6A

STANFINS

AWCF
SARSS-1

TACOM
W & RI

A5A

Turn-in

OMA
SARSS-1

NAMI
CBU

Turn-in

**OMA Customer
ULLS/SAMS**
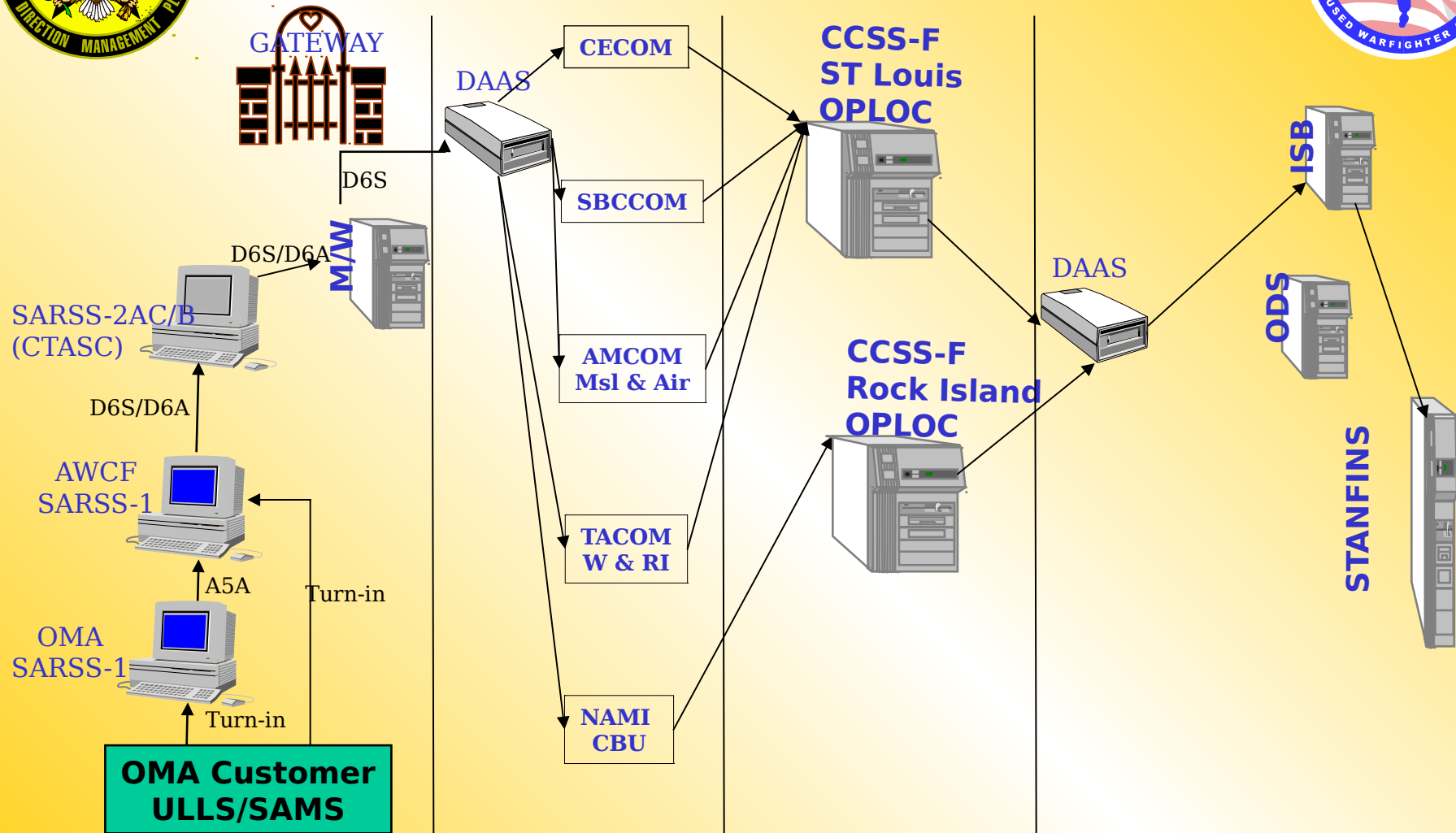
Consumer Level
Logistics

National Level
Logistics

National Level
Finance

Consumer Level
Finance

Complexity of Research

Consumer Logistics:

Consumer Logistics flow of credit transactions starting with the turn-in by the customer of an OMA SARSS-1 and subsequent retrograde of the item to the AWCF SARSS-1, or direct customer turn-ins to the AWCF SARSS-1.

- If turned-in to the OMA SARSS-1 the OMA SARSS-1 then ships the item to the AWCF SARSS-1 who receipts it with a D6S. If turned-in by a customer direct to the AWCF SARSS-1 it is receipted with a D6A.
- The D6S/D6A is posted in SARSS Document History and passed through Middleware to ISB and through the SARSS Gateway to DAAS. ISB sets up the Depot Return Summary record and the expected credit.

Wholesale Logistics:

- After the turn-in is passed to DAAS, DAAS passes the D6S to the IMMC that manages the item. There are 7 major IMMCs (AMCOM-Air, AMCOM-Missle, NAMI-CBU, SBCCOM, TACOM-Rock Island, and TACOM-Warren).
- When the receipt posts correctly at the IMMC in CCSS-Asset Management the automated system produces an FTZ informing the installation and CCSS-F at the appropriate OPLOC, to create an Interfund Bill and pass the credit to the consumer.
- When the receipt dose not post correctly at the IMMC in CCSS-Asset Management Manual reviews of receipt process are conducted to ascertain if the asset was received (this is also a source of information as to whether a system change is needed or not) if the item was received and credit should be granted, action is taken by the CCSS item manager to have CCSS-Financial provide the credit to the consumer.

Wholesale Finance:

- The Wholesale Finance system reacts to Wholesale Logistics when an FTZ is received.
- The FTZ indicates credit should be given, and Interfund Bill is created and passed to DAAS for the credit.
- Sometimes interfund bills suspend in CCSS-Financial, this means that the automated system does not understand who is to be billed.
- These suspended bills must be manually worked by Wholesale Logistics and Finance personnel to determine the correct action to take in order to manually process credit to the proper consumer account.

Credit Still Due

SSF PMO Goal is 7 days

Credit team focus is on credit still due

AWCF CREDIT STATUS
Dec 2000

Installation	Credit Expected		Credit Received			Credit still Due				
	Docs	$ Value	Docs	$ Value	AVG Days to receive	Docs	% Docs	$ Value	% $	AGE
		$		$			%	$	%	
		$		$			%	$	%	
		$		$			%	$	%	
		$		$			%	$	%	
		$		$			%	$	%	
		$		$			%	$	%	
		$		$			%	$	%	

AWCF CREDIT STATUS
1 Oct 2000-22 Jan 2001

Installation	Credit still Due				Being researched by IMMC							FTZ For Credit
	Docs	% Docs	$ Value	% $	AGE	SBCCOM	TACOM-W	AMCOM-A	AMCOM-M	TACOM-RI	CECOM	NAMI CBU	
		%	$	%									
			$	%									
		%	$	%									
		%	$	%									
		%	$	%									

Credit team focus is on credit still due

This breakout will show how many of the due documents have NOT produced an FTZ and where they are.

FTZ created indicates that a trans action was sent to CCSS-Financial for billing.

The Credit Impactors

Timeliness Issues	Timeframe	Who	Cause
Credit Bills suspended in CCSS-Financial	October-December	All SSF Installations	1. Middleware tables setup corrected (impacted Ft Bliss during Nov & Ft Benning during Dec) ✔ 2. CCSS changed signal codes and supplementary address DODAAC (impacted All SSF Installations) 3. Incorrect Fund Code Posted. ✔
Units are receiving duplicate issues when NAMI items are issued from the AWCF SARSS-1s	December	Ft Knox	Middleware routing A0A post post transactions to the DLA RIC SOS when should be routed to NAMI CBU AJ2 ✔
Credit Bills received at ISB not posted in STANFINS	December	Ft Bliss, Ft Hood & Ft Carson	Setup and Initial processing issues ✔
Manual cleanup of above	October-December	All SSF Installations	After automation solution Installed, manual research and input is required-working.

✔ Problem resolved
Cleanup under way or completed

> Many of the problems are related to the initial start-up.

Critical Time Frame

Day C-15	Day C-10	Day C-5	Day C	Day C+3

Black-out on turn-ins (D6 transactions) to AWCF SARSS-1s

SARSS site

Wall-to-wall inventory | CTASC to SARSS-1 recon | STARFIARS to CTASC recon | STANFINS to STARFIARS recon

Brown-out of normal requisitions to OMA/AWCF SARSS
Change SSA DODAAC TAC3 & COMMRI

Submit AMA Modifiers to Change Fund Code

All turn-ins and requisitions during black-out and brown-out must process through MW after conversion

CCSS — IFB

AWCF SARSS-1s — F02 and F08 or F09 — STARFIARS

OMA SARSS-1s — STANFINS

ULLS/SAMS

If the installation does not follow these procedures:
* Loss of control over credit.
* SARSS continue to generate FTE (report of excess) based on turn-in so when CCSS tries to issue, SARSS generates refusal.
* Potential capitalization/turn-in of same item into CCSS.
* Significantly increased research time by installation personnel.

During the 15-day black out and 10-day brownout, installations need to continue processing their F02 and F08 (or F09) to ensure receipts, status, etc. continue to processing into STARFIARS.

The objective of the reconciliation is to bring the SARSS-1, CTASC and STARFIARS databases in sync.

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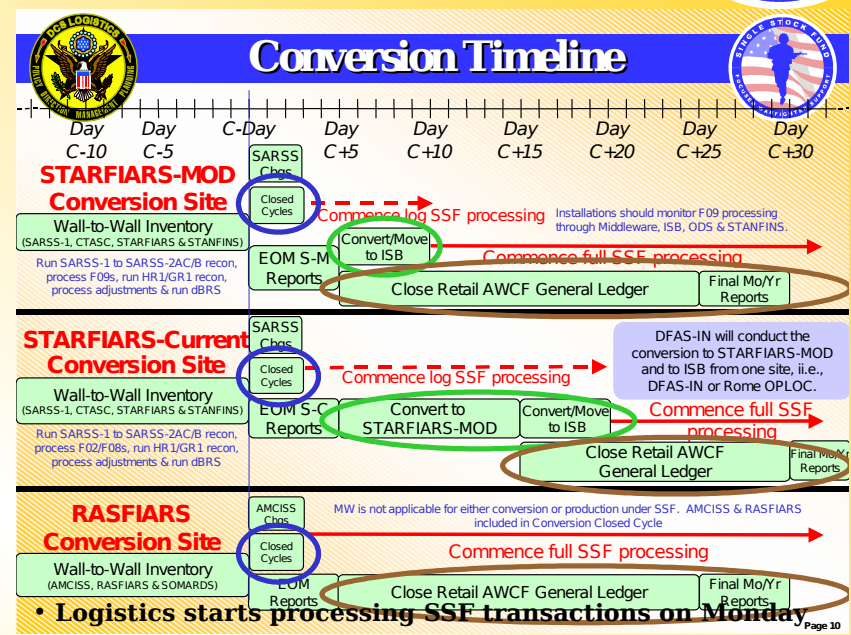• **For the 15-days prior, installations must focus heavily on SSF conversion, which requires carefully timed actions involving many details.**

– **Installations must focus on bringing the Logistic and Finance systems in sync, e.g., wall-to-wall inventory and finance adjustments from inventory.**

– **Installation turn-ins start building up 15 days prior to conversion due to the black-out.**

Conversion Timeline

Day C-10	Day C-5	C-Day	Day C+5	Day C+10	Day C+15	Day C+20	Day C+25	Day C+30

STARFIARS-MOD Conversion Site

SARSS Chgs / Closed Cycles

Wall-to-Wall Inventory (SARSS-1, CTASC, STARFIARS & STANFINS)

Run SARSS-1 to SARSS-2AC/B recon, process F09s, run HR1/GR1 recon, process adjustments & run dBRS

EOM S-M Reports

Convert/Move to ISB

Commence log SSF processing — Installations should monitor F09 processing through Middleware, ISB, ODS & STANFINS.

Commence full SSF processing

Close Retail AWCF General Ledger — Final Mo/Yr Reports

STARFIARS-Current Conversion Site

SARSS Chgs / Closed Cycles

Wall-to-Wall Inventory (SARSS-1, CTASC, STARFIARS & STANFINS)

Run SARSS-1 to SARSS-2AC/B recon, process F02/F08s, run HR1/GR1 recon, process adjustments & run dBRS

EOM S-C Reports

Commence log SSF processing

Convert to STARFIARS-MOD / Convert/Move to ISB

DFAS-IN will conduct the conversion to STARFIARS-MOD and to ISB from one site, i.i.e., DFAS-IN or Rome OPLOC.

Commence full SSF processing

Close Retail AWCF General Ledger — Final Mo/Yr Reports

RASFIARS Conversion Site

AMCISS Chgs / Closed Cycles

Wall-to-Wall Inventory (AMCISS, RASFIARS & SOMARDS)

EOM Reports

MW is not applicable for either conversion or production under SSF. AMCISS & RASFIARS included in Conversion Closed Cycle

Commence full SSF processing

Close Retail AWCF General Ledger — Final Mo/Yr Reports

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• **Logistics starts processing SSF transactions on Monday after conversion weekend, to include processing the backlog of turn-ins from the black-out.**

• **BUT, Finance changeover to ISB is not until the 10th-20th of the month, and then all the supply finance transactions must be processed prior to processing the Interfund Bills (where credit resides).**

• **For the remainder of the conversion month, Finance must focus on closing the AWCF General Ledgers while processing SSF transactions, including credit.**

• **Bottom line - conversion for Logistics occurs over one weekend. Whereas, conversion activities for Finance occurs over one month.**

Conclusion

- The vast majority of the credits that are due have been received.

- Timeliness has been affected by start-up issues and manual clean-up.

- Timeliness is improving each month.

- We have pockets of problems which are being analyzed and resolved.

The PMO SSF and Credit Team goal is to get credit to the field units within 7 days.